

065012/19/05

Revised

**CITY OF RIVERSIDE**  
**HUMAN RESOURCES DEPARTMENT**  
**CLASSIFICATION SPECIFICATION**

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**TITLE: UTILITIES CUSTOMER SERVICE SUPERVISOR**

**DEFINITION**

Under general supervision, to assign, supervise, and participate in the performance of complex customer service related work involving customer contact by telephone and in person; to maintain accounting records; and to do related work as assigned.

**REPORTS TO:** Utilities Customer Service Manager

**SUPERVISION RECEIVED AND EXERCISED**

Receives administrative direction from the Utilities Customer Service Manager. Exercises general supervision over Utilities Lead Customer Service Representatives and Utilities Customer Service clerical staff.

**EXAMPLES OF DUTIES**

Duties may include, but are not limited to, the following:

- Assign, supervise, and participate in the processing of applications for utility services.
- Supervise and participate in determining deposit amounts, in accepting partial payments and making arrangements for further payments, and in requiring or waiving service charges.
- Respond to and make final decisions regarding difficult customer complaints requiring a thorough knowledge of rules, rate schedules, and collection policies.
- Prepare legal documents pertaining to bankruptcy, deceased, and damage claims.
- Post journal entries to general ledger.
- Audit and correct daily unmatched cash transactions.
- Supervise control of petty cash and audit cash receipts, reconciles cash receipts with financial reports.
- Verify account code distribution.
- Prepare reports.
- Maintain an accurate subsidiary budget ledger.
- Maintain supply inventory and provide for maintenance of office equipment.
- Prepare requests for payment and audit time cards and overtime reports.
- Assist in budget preparation.
- May utilize a micro, mini, or personal computer to carry out assigned customer service functions.
- Assist in the development and implementation of systems and procedures.

- Supervise, train and evaluate assigned staff.
- Review accuracy of lists of customer services to be disconnected for non-payment.
- Coordinate customer service activities with other City departments, divisions, and sections, and with outside agencies.
- Determine most difficult collection problems and prepare requests for cut-off at pole, underground, or riser; and removal of water or electric meters; and compute charges for reinstatement.
- Determine and correct contractor errors regarding proper placement of meters causing wrongful termination and billing of customer accounts; and recalculate correct charges.
- Maintain detailed statistical records.
- Maintain meter number book for new service accounts.
- Investigate and bill for unauthorized service.

## **QUALIFICATIONS**

### **Knowledge of:**

- Business, English, spelling, and arithmetic.
- Modern office practices, procedures, and equipment.
- Operation and care of office equipment.
- Bookkeeping principles and practices.
- Principles of supervision, training and performance evaluation.

### **Ability to:**

- Maintain complex records and prepare reports from such records.
- Plan and coordinate the work of a group of Utilities Customer Service Clerks.
- Make decisions in accordance with regulations and established policies.
- Make relatively complex arithmetic calculations rapidly and accurately.
- Deal with the public tactfully and courteously and work harmoniously with other employees.
- Operate a computer CRT terminal, typewriter, and other office equipment.
- Supervise, train, and evaluate assigned personnel

### **Education and Experience:**

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: Equivalent to the completion of twelfth grade including or supplemented by courses in business practices, data entry, and bookkeeping.

Experience: Four years of experience in general clerical work, including one year experience in the area of customer service.

**MEDICAL CATEGORY:** Group 1

**CAREER ADVANCEMENT OPPORTUNITIES**

**FROM:** Utilities Customer Service Supervisor

**TO:** Utilities Customer Service Manager